



Elder Services

*An Office of the
Department of Health and Human Services*

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

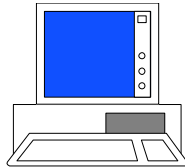
Resource Directory for Older People in Maine

Spring 2012

This booklet is published by:

Office of Elder Services
Department of Health and Human Services
#11 State House Station (32 Blossom Lane)
Augusta, Maine 04333-0011
207-287-9200 FAX: 207-287-9229

Toll Free Nationwide: 1-800-262-2232
Toll Free Statewide TTY: 1-800-606-0215



Office of Elder Services
Resource Directory is also available
on the Internet

www.maine.gov/dhhs/oes



State of Maine

Paul R. LePage
Governor

Mary C. Mayhew, Commissioner
Department of Health and Human Services

Ricker Hamilton, Director
Office of Elder Services

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#11 STATE HOUSE STATION
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Eastern Agency on Aging

Spectrum Generations (formerly Senior Spectrum)

SeniorsPlus

Southern Maine Agency on Aging

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Coastal Economic Development Corp.

Community Concepts, Inc.

Kennebec Valley Community Action Program

Penquis Community Action Program

Peoples Regional Opportunity Program

Waldo County Committee for Social Action

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LSE Business Offices:

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OFFICE OF ELDER SERVICES

SENIOR COLLEGES

SOCIAL SECURITY OFFICES

TRANSPORTATION PROVIDERS

UNIVERSITY OF MAINE SYSTEM

WOMEN, WORK AND COMMUNITY

INTERNET RESOURCES

INTERNET RESOURCES

Adult Day Services

Adult Day Services provide social and health services in a group setting designed to meet individual needs. Services may include: meals; social, physical, and educational activities; information and referral; assistance with personal care and activities of daily living; and health monitoring.

The booklet “**Home Care: Where to Find It,**” available from the Office of Elder Services, has a list of Adult Day Service providers throughout the state. Contact:

Office of Elder Services Local..... 207-287-9200
Toll Free Nationwide1-800-262-2232
Toll free Statewide TTY1-800-606-0215

www.maine.gov/dhhs/oes

Note: *This list will not have providers licensed after the publication of the booklet. For updates or more information call or write:*

Community Services Licensing
#11 State House Station
Augusta, Maine 04333-0011.....1-800-791-4080

Adult Protective Services

The Office of Elder Services provides or arranges for services to protect incapacitated and dependent adults age 18 and over (except for persons with mental retardation.)

If you or someone you know is being abused, neglected, exploited or is unsafe, call Adult Protective Services to make a confidential report.

Nationwide 24-hour, toll-free.....1-800-624-8404
TTY (during business hours).....1-800-606-0215
TTY (after hours).....1-800-963-9490

Adult Protective Services (Cont.)

If the adult has mental retardation, services are provided by the DHHS/Office of Adults with Cognitive and Physical Disability Services.

To report abuse, neglect or exploitation of an adult with mental retardation call:

Region 1 (York & Cumberland)..... 207-822-0270
TTY.....1-888-254-0311

Region 2 (Central & Mid-coast) 207-287-2205
TTY.....1-800-606-0215

Region 3 (Northern & Eastern) 207-941-4360
TTY.....1-800-606-0215

Age Discrimination in Employment

If you feel you have been forced to retire or otherwise discriminated against because of age, or would like more information regarding your rights as a job applicant, employer, or employee, call or write:

Maine Human Rights Commission

#51 State House Station

Augusta, Maine 04333 207-624-6050

Local/Out-of-State TTY 1-888-577-6690

Aging and Disability Resource Center (ADRC)

The ADRC creates a single, coordinated system of information and access for all persons seeking long term support. The objectives are to reduce consumer confusion, building consumer trust and respect by enhancing individual choice and informed decision-making, and to break down barriers to community-based living by giving consumers information about the complete spectrum of long-term care options. ADRCs are available statewide.

Alcoholism and Substance Abuse

The Information & Resource Center of the Office of Substance Abuse provides information about alcohol and other drugs, substance abuse prevention, treatment, research and education. For more information, call or write:

Office of Substance Abuse
Information & Resource Center
#11 State House Station
41 Anthony Avenue
Augusta, Maine 04333 207-287-8900
Toll Free V/TTY 1-800-606-0215

OR

Check the OES website on substance abuse and elders:

www.maine.gov/dhhs/oes/alcohol/welcome.htm

Alzheimer's Care and Support

Services for people with Alzheimer's disease or other dementias, and their caregivers include diagnosis and evaluation at memory clinics, adult day services, in-home and overnight respite, home care services, and special care units in residential care and nursing facilities. For information about these services call your local area agency on aging listed on pages A1-A3.

Adult day services are available throughout the state. Some are designed specifically for persons with dementia. To ask for help with the cost of these services, talk directly with the day program you might use. For more information, call or write:

Office of Elder Services

#11 State House Station

32 Blossom Lane

Augusta, Maine 04333-0011..... 207-287-9200

Toll Free Nationwide1-800-262-2232

Toll Free TTY1-800-606-0215

Alzheimer's Care and Support (Cont.)

Respite may provide several hours a week of time off from your care giving duties occasionally or on a regular basis. Respite can be provided at home, an adult day care program or overnight. Up to two weeks a year of *overnight respite* is offered at certain nursing residential care facilities. The “Partners in Caring” program at your local Agency on Aging may help to cover the cost of these respite services. See pages A1-A3 for the Area Agency on Aging that serves the area you live in. The Agency on Aging can provide information and support to caregivers of person with dementia.

Information, education and support services for people with dementia and their families are available through the Alzheimer's Association, Maine Chapter.

Referral and resource information on Alzheimer's disease and related disorders, symptoms, diagnosis, caregiving issues and county-by-county lists of dementia specific services are available at no charge. Information, care consultation, and a sympathetic listener are available 24 hours a day through their statewide toll-free Helpline.

Alzheimer's Care and Support (Cont.)

Staff social workers provide in-depth care management as requested. Educational conferences, workshops and training seminars are regularly scheduled in a variety of locations for family and professional caregivers.

Additional services include 50 support groups statewide and Safe Return, a nationwide program for people with dementia who wander and become lost. The Association publishes a free, quarterly newsletter with up-to-date articles on research, caregiving issues, and a calendar of events. Free information packets are sent upon request.

Alzheimer's Association, Maine Chapter
170 US Route 1, Suite 250
Falmouth, ME 04105

Helpline (available 24/7) 1-800-660-2871
Business: (207)772-0115
Fax:..... (207)772-0354

www.mainealz.org

Alzheimer's Care and Support (Cont.)

Best Friends™ Approach to Alzheimer's Care

training is person-centered approach to caregiving based on the values, principles, and elements of friendship. Training is available to staff and family of individuals with dementia in nursing facilities.

Training information can be obtained from:

Office of Elder Services

1-800-262-2232 or 287-9200

TTY: 1-800-606-0215

Maine's Savvy Caregiver Project provides a 6-session training program for caregivers of people with dementia living in the community. The course helps family members understand their role as caregivers, provides knowledge of dementia and its impact, and teaches skills for effective caregiving. Strategies learned at training will lead to an attitude that fosters confidence and a sense of mastery for successful caregiving.

For information about the training, contact the Office of Elder Services at 287-9233 or go to website <http://www.maine.gov/dhhs/oes/events.htm> for the statewide schedule of training.

American Red Cross in Maine

MISSION

The American Red Cross is a humanitarian organization, led by volunteers that provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies.

Each chapter is governed by a local board of directors and must raise 100% of the funds necessary to prepare and respond to the needs of Maine from local individuals, corporations and foundations.

Southern Maine Headquarters

2401 Congress Street
Portland, ME 04102
(207) 874-1192
Fax (207) 874-1976

York County Service Center

5 Washington Street, Suite 31
Biddeford, ME 04005
(207) 283-8579
Fax (207) 283-9829

American Red Cross in Maine (Cont.)

ARC of United Valley

137 East Street
Lewiston, ME 04240
(207) 795-4004
Fax (207) 495-4037

Mid Coast Chapter American Red Cross

16 Community Way
Topsham ME 04086
(207) 729-6779
Fax (207) 729-2738

Pine Tree Red Cross

122 Target Industrial Circle
Bangor, ME 04401
(207) 941-2903
Fax: (207) 941-2906

American Red Cross in Maine (Cont.)

DISASTER SERVICES

The American Red Cross assists families who are victims of single-family fires, apartment fires, large natural disasters such as floods and hurricanes, man-made disasters, and other emergency situations. This is accomplished by volunteers who are ready at a moment's notice to offer disaster relief in the form of mental health counseling, shelter, and many times vouchers for food, clothing, household items, occupational supplies, verified prescriptions, funeral expenses, utility deposits, and first month's rent. All disaster assistance is free.

EDUCATION AND TRAINING

Education and training courses such as CPR, First Aid, and Water Safety are skills every family and business should learn. You never know when you may need to help – a stranger on the street, a co-worker at lunch, or even your own family member at the dinner table. Quality instructors can teach you the skills you need to know if you are ever called upon to help save a life, and the training can be held at the Red Cross or your workplace.

American Red Cross in Maine (Cont.)

INTERNATIONAL SERVICES

American Red Cross International Services supports humanitarian relief around the world. Besides tracing relatives lost during disasters or wars, this vital part of the Red Cross also provides the following services: educating the public about international humanitarian law, responding with personnel, financial aid, and very specific donations of products in response to appeals for relief assistance in armed conflicts and international disasters, and helping to strengthen Red Cross and Red Crescent societies in other nations by sharing the expertise and resources of the American Red Cross.

ARMED FORCES EMERGENCY SERVICES

Armed Forces Emergency Services began in 1900 when the U.S. Congress issued a charter to the American Red Cross requiring it to act "in accord with the military authorities as a medium of communication between the people of the United States and their Armed Forces..." and since that charter was issued, the Red Cross has provided not only emergency communications and case management, but other important services to help members of the armed forces and their families.

American Red Cross in Maine (Cont.)

Financial assistance is also provided to military families in the form of interest-free loans or grants during times of emergency.

VOLUNTEER OPPORTUNITIES

• Disaster Relief • Education and Training •
Committees • Emergency Services • Nursing •
Internships • Service to Military Families •
Communication / Public Relations • Administrative
Work • International Services • Resource
Development

Community Options Program

If you live in a nursing home, or live at home and have questions about community services available to you, call or write:

Office of Elder Services

#11 State House Station (32 Blossom Lane)

Augusta, Maine 04330-0011 207-287-9200

Toll Free Nationwide 1-800-262-2232

Toll Free TTY 1-800-606-0215

Consumer Information Referral

211-Maine is a service which connects anyone in Maine who wants to get help with a full range of health and human services in their community. Simply dial 211 to be connected to this telephone service.

Consumer Fraud

Maine consumers are protected against fraud and unfair and deceptive practices by a variety of state laws. To learn more about your rights as a consumer, or to file a complaint, call or write:

Consumer Mediation Service

Attorney General's Office
#6 State House Station
Augusta, Maine 04333 207-626-8849
Local/Out-of-State TTY 1-888-577-6690
(Hours: 9 a.m. - 12 noon)

The Attorney General’s Office also investigates fraud by MaineCare (*Medicaid*) providers, and situations where there are allegations of abuse, neglect or exploitation by staff in a facility that receives MaineCare. Call or write:

Health Care Crimes Unit

#6 State House Station
Augusta, Maine 04333 207-626-8520
TTY 1-888-577-6690

Consumer Fraud (Cont.)

Office of Consumer Credit Regulation

#35 State House Station
122 Northern Avenue
Augusta, Maine 04333 207-624-8527
Toll Free 1-800-332-8529
Local/Out-of-State TTY 1-888-577-6690

Public Utilities Commission

#18 State House Station
Augusta, Maine 04333 1-800-452-4699

If you need a lawyer to represent you in a consumer fraud case, call Legal Services for the Elderly at:
Toll Free V/TTY 1-800-750-5353.

See also Bureau of Insurance listed on page 45.

Cooperative Extension Service University of Maine System

The Cooperative Extension Service of the University of Maine System conducts a variety of programs in communities throughout the state such as:

- Pre-Retirement Planning
- You and Your Aging Relative
- Cooking for 1 or 2
- Nutrition Education

The Extension Service develops intergenerational programs within nursing homes and boarding homes. They sponsor the Senior Companion Program in all counties except York and Cumberland. For more information regarding activities in your county, contact the Cooperative Extension Service office nearest you. See Page A9-A13 for a complete list.

Disability Rights Center (DRC)

The Disability Rights Center (DRC) provides protection and advocacy services for eligible people of all ages with developmental disabilities or mental illness. DRC offers direct advocacy assistance, information and referral, and training. For more information call or write:

Disability Rights Center
24 Stone Street, PO Box 2007
Augusta, Maine 04338-2007
V/TTY.....207-626-2774
Toll Free V/TTY.....1-800-452-1948

Drugs (see Low Cost Drugs – pages 59-61)

Educational Opportunities

Adult Education

Adult Education Programs offer a variety of academic, self-improvement, vocational and craft courses to community residents in all parts of Maine. Courses are usually announced in local papers. In some areas, adults earning high school diplomas can participate free of charge. If you have a special interest or hobby you would like to teach or if you would like an adult education program at your senior club or dining site, contact the Adult Education Office through your local school system.

Community Colleges

Community Colleges provide post-secondary education. People age 62 or older may register for credit courses on a space available basis free of charge. Laboratory and other fees must still be paid by the student. Enrollment in specific courses is conditional on the approval of the Dean of Admissions. Listing of the community colleges is on pages A4-A6.

Educational Opportunities (Cont.)

Elderhostel

Elderhostel is a program available through a national network of colleges and universities. They provide short term, on campus, college level courses to older persons at a very low cost. For more information, call or write:

Elderhostel

75 Federal Street

Boston, MA 02110-1914

Toll Free 1-877-426-8056

TTY 617-426-5437

Senior College

Just because someone retires from work doesn't mean he or she retires from learning. Maine has fourteen "Senior Colleges," learning centers that offer Mainers age 55 or older courses on a variety of topics including music, art, history and science, in a university environment.

The Osher Lifelong Learning Institute at The University of Southern Maine in Portland helps senior colleges organize and communicate with one another.

Senior Colleges information continued on next page.

Educational Opportunities (Cont.)

Retirees who have lifetimes of experience in the subjects usually teach senior college courses.

For more information call:

Local/Out-of-State 207-780-4406
Toll Free 1-800-800-
4876(X 4406)

Or visit the Internet Site www.usm.maine.edu/olli

The phone number for each of the Senior Colleges is listed on pages A34-A35.

University of Maine System

Maine residents age 65 or older who wish to register for courses at a campus of the University of Maine but are unable to cover the cost of tuition may apply to take the course tuition free. To do so, request a Senior Waiver at the Student Accounts (billing) office at the campus you plan to attend. The waiver of tuition can be used only for undergraduate courses; it does not cover lab and other course fees. See pages A40-A41 for a listing of University of Maine Campuses.

University of Maine’s Center on Aging – The mission of the Center is to promote and facilitate activities on aging in areas of education, research and evaluation and community service to maximize the quality of life of older citizens and their families in Maine

Contact phone: 207-581-2444

Fax:..... 207-581-4490

Employment And Training

Employment Services

CareerCenters throughout Maine provide workers with the information, advice, job search assistance and training they need to enter the job market. To contact the nearest Employment Service Agency or Training and Development Center, see the listing on pages A22-A30.

Senior Community Service Employment Program (SCSEP)

This program provides part-time employment training in a variety of community service jobs for people age 55 and over who meet income guidelines. The sponsors of this program in Maine are:

Goodwill Industries of Northern New England
Toll Free.....1-800-244-5891, ext 460

Employment and Training (Cont.)

A.B.L.E./National ABLE Network (NCOA)

647 Main Street

Bangor, Maine 04401 207-945-6073

Toll Free 1-800-655-6073

Fax.....207-945-6839

Women, Work, and Community

This program (formerly Displaced Homemakers) assists people after divorce, death, or disability of a spouse or family member. It is committed to helping older women and men facing changes in their lives by providing services such as support groups, one-to-one counseling, referral, career exploration and training in job-seeking skills.

Administrative Office:

46 University Drive

AUGUSTA, ME 04330 207-621-3440

..... 1-800-442-2092

See pages A42-A45 for local offices.

Family Caregiver Support Program

The Family Caregiver Support Program, supported by the Administration on Aging, is for families caring for older individuals and for grandparents caring for grandchildren. Each Area Agency on Aging has a Family Caregiver Coordinator who provides or arranges for:

- Information and assistance
- Individual counseling
- Support groups
- Caregiver training
- Respite care
- and other services

For more information, contact your local Area Agency on Aging at 1-877-353-3771.

or go to www.caregivinginmaine.org

General Assistance Program

Each town has a General Assistance Program to help people in emergencies. You may be eligible even if you work or receive other benefits such as: food stamps, veterans' benefits, or Social Security income. To request General Assistance, contact your town office. Your application must be accepted for review. You may be turned down for help if you do not meet the guidelines for the program. The application is private and confidential. If you have problems concerning General Assistance, contact:

Office of Integrated Access and Support
Department of Health and Human Services
207-287-2826

TOLL FREE..... 1-800-442-6003

LOCAL/OUT-OF-STATE TTY 1-800-606-0215

Guardianship and Conservatorship

Guardianship appointments are made to provide continuing care and supervision of incapacitated adults, Conservatorship appointments are made to protect, preserve, and manage estates of incapacitated adults.

The Office of Elder Services may serve as public guardian and conservator for mentally incapacitated adults only when there is no one available and willing to serve as private guardian or conservator, and other less restrictive arrangements are not enough.

For more information contact the Maine Probate Court nearest you or:

Office of Elder Services

NATIONWIDE 24-HOUR, TOLL-FREE

..... 1-800-624-8404

TTY 1-800-606-0215

Guardianship and Conservatorship (Cont.)

If the adult has mental retardation, services are provided by the DHHS/Office of Adults with Cognitive and physical Disability Services.

Call:

Region 1 (York & Cumberland).....207-822-0270
TTY.....888-254-0311
Region 2 (Central & Mid-Coast).....207-287-2205
TTY.....800-606-0215
Region 3 (Northern & Eastern).....207-941-4360
TTY.....800-606-0215

For more information about guardianship and alternatives to guardianships.

www.maine.gov/guardianship

Healthy Aging

Healthy aging programs are offered throughout the state for older people who wish to take more control over their own health through lifestyle changes that have proven effective in reducing the risk of disease and disability. Numerous community partners offer classes in A Matter of Balance, Enhance Wellness, Enhance Fitness, Healthy IDEAS and Chronic Disease Self-Management. Living well is designed for people with chronic health conditions such as high blood pressure, diabetes, depression, etc. to offer a two-and-a-half hour six week seminar.

A matter of Balance/Volunteer Lay Leader

An eight week seminar which consists of a two hour meeting per week designed for older community-dwelling adults to reduce fear of falling and improve activity levels.

For more information contact the Office of Elder Services.

Health Insurance Counseling

People in Maine who have Medicare insurance can get **free health insurance counseling** through the State Health Insurance Assistance Program (SHIP). Call the Legal Services for the Elderly Hotline or your local Area Agency on Aging. Specially trained staff and volunteers will answer your questions about Medicare, Medicare prescription drug coverage, Advantage Plans, supplemental insurance, MaineCare, long-term care and other health insurance.

***NOTE:** The Maine SHIP has information about Medicare Part D

www.maine.gov/dhhs/oes/hiap/index.shtml

Call 1-877-353-3771 for your local area agency on aging or:

Legal Services for the Elderly at:

LOCAL/OUT-OF-STATE..... 207-623-1797

TOLL FREE V/TTY 1-800-750-5353

Visit www.maine.gov/dhhs/oes/hiap for more information about the Maine SHIP.

Health Screening and Care

Hospitals and health centers often sponsor health screening clinics where you can be tested for high blood pressure, diabetes, eye and vision problems, and hearing difficulties. Check your local newspaper or call your local Area Agency on Aging (AAA), listed on pages A1-A3, for times and locations. In most cases, this service is free. If you have Medicare your AAA also can tell you about Medicare preventive benefits.

Dental

Maine Donated Dental Services, a program of the Maine Dental Association and the Foundation of Dentistry for the Handicapped, in which volunteer dentists and labs donate treatment and labwork to disabled and elderly people. For more information about this service, contact Maine Donated Dental Services at 207-620-8276 or the Area Agency on Aging toll free at 1-877-353-3771.

Senior Dent provides dental care at reduced fees. Maine residents who are age 62 or over, have no dental benefits under MaineCare or private insurance plan, and meet income guidelines are eligible. They will receive a minimum 15% discount on all dental services from participating dentists. For a listing of participating dentists, contact the Area Agency on

Aging in your area toll free at 1-877-353-3771.

Health Screening and Care (Cont.)

Eye Care

Services available for people of all ages with vision problems include: diagnosis, adaptive skill training, provision of aids and appliances, property tax exemptions, and counseling. For information contact the Division for the Blind and Visually Impaired at the offices listed on pages A20-A21, or call or write:

IRIS (*Formerly Maine Center for the Blind*)
189 Park Avenue
Portland, Maine 04102.....207-774-6273

Any person legally blind and in need, may apply for Supplemental Security Income (SSI) or Social Security Disability (SSDI) at the nearest Social Security Office. See page A36 for a complete list of offices.

The Maine State Library Talking Book Program provides books and magazines in a recorded cassette or disc format to people who are visually impaired, blind, or physically handicapped. For more information, call 1-800-762-7106.

Health Screening and Care (Cont.)

Medical Eye Care Program

Financial assistance is available for certain treatments for people with a vision problem and who have limited income but are not MaineCare eligible. For information call or write:

Office of Mainecare
#11 State House Station
Augusta, Maine 04333-0011.....207-287-2033
Toll Free.....1-800-321-5557
Toll Free TTY.....1-800-606-0215

National Eye Care Project

Maine is also served by the National Eye Care Project, under which Maine ophthalmologists offer free treatment for qualified persons 65 years of age or older.

To be eligible, an individual must not have seen an ophthalmologist (physician eye specialist) in the last

three years. If they have seen either an optometrist or optician they are still eligible for this program. See the next page for the list of locations where there is a participating ophthalmologist and the phone number to call for the name of a doctor in your area.

Health Screening and Care (Cont.)

Participating ophthalmologists are located in Augusta, Bangor, Bath, Belfast, Blue Hill, Brunswick, Caribou, Dover-Foxcroft, Farmington, Fort Kent, Greenville, Houlton, Kittery, Lewiston, Madawaska, Millinocket, Portland, Presque Isle, Rockland, Sanford, Skowhegan, and Waterville.

To get the name of a specific doctor in your area call toll free statewide 1-800-222-3937.

Hearing

The **Division of Deafness** provides a program of services to persons who are deaf, late deafened or hard of hearing. This includes publication of a resource guide, a Maine-Lines newsletter, information and referral, advocacy, Certification of Hearing Dogs and accessibility promotion. For more information and a listing of interpreter services, call or write:

Department of Labor

Bureau of Rehabilitation Services
Division of Deafness/Voice..... 207-624-
5963
Toll Free TTY.....1-888-755-
0023
Toll Free voice.....1-800-698-
4440

Health Screening and Care (Cont.)

**The Telecommunications Equipment Project
(TEP)**

provides assistive telephone devices to people who are deaf or hard of hearing and persons with mobility, vision and speech disabilities. The devices that are available include TTYs, amplified telephones, speaker phones and large button speaking phones. A person’s income determines whether they get the equipment on loan free or on a sliding scale by income. For more information about the Telecommunications Project (TEP), call:

Voice/TTY.....207-797-
7656
Toll Free1-800-639-
3884

People who are interested in employment and would like to learn about **vocational rehabilitation**

services for deaf or hearing impaired should contact the Department of Labor, Bureau of Rehabilitation Services at one of the Employment Service Agencies listed on pages A22 through A30. The Employment Service Agencies are also listed in the phone book under Maine State, Department of Labor.

Home Care

Home care services include meals, Independent Support Services, personal care assistance, and nursing care. If you are not able to pay the cost of home care services, there may be state or federal programs that can help you.

The booklet, “Home Care, Where To Find It”, published by the Office of Elder Services, describes home care services and where they are available. For a copy or more information, call or write:

Office of Elder Services
#11 State House Station
Augusta, Maine 04333-0011 207-287-9200
Toll Free Nationwide 1-800-262-2232
Toll Free TTY 1-800-606-0215

www.maine.gov/dhhs/oes

Hospice Services

Hospice provides special help to people who have a terminal illness and their families. For more information call or write:

Maine Hospice Council

693 Western Avenue

Manchester, ME 04351

PO Box 2239

Augusta, Maine 04338-2239 207-626-0651

Toll Free 1-800-438-5963

Housing

Home Energy Assistance

People age 60 and over with low income are eligible to receive some assistance in paying for their heating bills through the Federal Home Energy Assistance Program (HEAP). For information contact your local Community Action Program listed on pages A4-A6.

Home Equity Conversion (Reverse Mortgage)

Home Equity Conversion is a way of maintaining residency in your own home while gaining needed income to cover such costs as heat, home maintenance, property taxes and other personal needs. For information about available counseling call or write your local Area Agency on Aging (see pages A1-A3).

Home Repair

- Minor home repairs to things like doors, steps and windows are available through some Area Agencies on Aging listed on pages A1-A3 and Community Action Programs listed on pages A4-A6. You are usually responsible for costs of supplies.

Housing (Cont.)

- For major home repairs to correct health and safety hazards in the home, low interest (1%) loans and grants are available through Rural Development in the U.S. Department of Agriculture. Check in your local telephone book under United States Government.
- Low interest home improvement loans and grants are also periodically available through the Home Repair Program at the:

Maine Housing
353 Water Street

Augusta, Maine 04330-4633..... 207-626-4600

Toll Free 1-800-452-4668

Toll Free TTY 1-800-452-4603

Housing Search - Free Rental Listing

Continuously updated available 24-7

Website: mainehousingsearch.org

For more information call Maine Housing

Housing (Cont.)

Rental Assistance and Subsidized Housing

Older persons may be eligible for an apartment in an elderly housing project subsidized by the Federal Government or, if they are not living in housing for the elderly they may be eligible to receive rental assistance so that they pay no more than 30% of their income.

To learn about these programs, contact the Maine Housing. They can provide you with:

- A list of low cost housing projects.
- The addresses and phone numbers of Rural Development offices where you can get information on subsidized apartments, locations and application procedures.
- Addresses and phone numbers of local housing authorities that manage some developments and accept applications for rental assistance in existing privately owned apartments.

Maine Housing
353 Water Street
Augusta, Maine 04330-4633..... 207-626-4600
Toll Free 1-800-452-4668
Toll Free TTY 1-800-452-4603

Housing (Cont.)

Weatherization

Money is available to people with low income for some weatherization projects including furnace tune-up and repairs, caulking, glass replacement, and insulation. Contact your local Community Action Agency, listed on pages A4-A6.

Independent Living Services

A wide range of independent living services are available for adults of all ages with disabilities. These services may include:

- Adaptive Equipment Loan Program
- Independent Living Skills Instruction
- Adapted Driver Evaluation and Training
- Adaptive and Mobility Equipment (high and low tech) and Selection (trial rentals)
- Adapted Transportation
- Access Design Consultation
- Information and Referral
- Personal Care Attendant (PCA) Services for adults who want to manage their own services.

For more information contact:

Alpha One

Bangor V/TTY 1-800-300-6016
Presque Isle V/TTY 1-800-974-6466
South Portland V/TTY 1-800-640-7200

www.alphaonenow.org

Independent Living Services (Cont.)

Two other agencies that focus on services for persons with disabilities:

Maine Consumer Information and Technology Training Exchange (CITE) has information about policies, programs and funding resources.

Augusta 207-621-3195
TTY 207-621-3482

Technical Exploration Center of United Cerebral Palsy of Northern Maine has information and samples of high and low-tech assistance devices for people to try out. The Center also does assistance technology evaluations.

Bangor V/TTY 207-941-2952

Information, Assistance & Outreach Services

No matter where you live in Maine, there is an area agency on aging that will help you get the information about services you need to stay independent. You can get help by telephone or visit them in person. If needed, staff or volunteers will visit you in your home.

Area Agency on Aging staff can help with many programs such as Food Supplement, Supplemental Security Income (SSI), MaineCare Prescription Drug Benefit, and Tax and Rent Refunds. They also provide health insurance counseling. Each Area Agency has a TTY phone for persons who are deaf and can arrange for interpreters for consumers who do not speak English through the AT&T Language Line. For more information, contact your local Area Agency on Aging at 1-877-353-3771.

Insurance

The Consumer Health Care Division and the Life and Health Division of the Bureau of Insurance help consumers who:

- Have questions about insurance;
- Want to file a complaint about an agent, a broker or a managed health care provider (HMO);
- Request publications on insurance, including long-term care and Medicare Supplement Insurance, call or write:

Bureau of Insurance

#34 State House Station

Augusta, Maine 04333 207-624-8475

Toll Free 1-800-300-5000

Health Insurance Counseling is available at the Area Agencies on Aging or Legal Services for the Elderly. See pages A1-A2 & A29-A30 for phone numbers.

Legal Services

Legal Services for the Elderly, Inc. (LSE) provides free legal services statewide to people aged 60 and over. Priority is given to those who are socially and economically needy. LSE has offices in Augusta, Bangor, Lewiston, Presque Isle and Scarborough. Staff attorneys provide representation in matters concerning access to long-term care, opposing guardianship, physical abuse or financial exploitation, public benefits, evictions and other issues.

Legal Services for the Elderly Helpline provides free legal information and brief services from Helpline attorneys over the phone on a wide variety of issues, such as public benefits including Medicare and MaineCare, landlord/tenant issues, consumer matters and advance directives. For clients who need extended assistance, LSE may make a referral to one of its regional offices. For clients who need representation in matters that LSE does not handle, LSE may make a referral to private attorneys who charge reduced fees.

Local/Out-of-State 207-623-1797
Toll Free V/TTY 1-800-750-5353

Lifeline and Link-up

Background

Telephone service is considered a necessity for daily modern life. Yet the cost of starting and maintaining such service may be too high for some consumers. Under Congressional mandate, the federal Universal Service Fund (USF) supports the Lifeline Assistance and Link-Up America programs. These programs provide discounts on basic monthly service and initial installation or activation fees for telephone service at the primary residence to income-eligible consumers. The Federal Communications Commission (FCC), with the help of the Universal Service Administrative Company (USAC), administers the USF.

What Benefits are Available under the Lifeline and Link-Up Programs?

- **Lifeline Assistance** provides discounts on basic monthly service at the primary residence for qualified telephone subscribers. These discounts can be up to \$10.00 per month, depending on your state.

Lifeline (Cont.)

- **Link-Up America** helps income-eligible consumers initiate telephone service. This program pays one-half (up to a maximum of \$30) of the initial installation fee for a traditional, wireline telephone or activation fee for a wireless telephone for a primary residence. It also allows participants to pay the remaining amount they owe on a deferred schedule, interest-free.

Residents of Native American Indian and Alaska Native tribal communities may qualify for enhanced Lifeline assistance (up to an additional \$25.00) and expanded Link-Up support (up to an additional \$70.00). For more information on these enhanced Lifeline and Link-Up programs, visit www.fcc.gov/cgb/consumerfacts/tribalfactsheet.html.

How Do I Qualify for Lifeline and Link-Up Discounts?

The Lifeline and Link-Up Programs are available to qualifying consumers in every state, territory, and commonwealth. Eligibility criteria vary by state. States that have their own Lifeline program may have their own criteria. For states that rely

Lifeline (Cont.)

solely on the federal Lifeline and Link-Up program eligibility criteria, subscribers must either have an income that is at or below 135% of the federal Poverty Guidelines, or participate in one of the following assistance programs:

- Medicaid,
- Food Stamps,
- Supplemental Security Income (SSI),
- Federal Public Housing Assistance (Section 8),
- Low-Income Home Energy Assistance Program (LIHEAP),
- Temporary Assistance to Needy Families (TANF), or
- The National School Lunch Program's Free Lunch Program.

Residents of Native American Indian and Alaska Native tribal communities qualify for enhanced Lifeline and Link-Up support if they meet one of the criteria listed above, qualify under their state's Lifeline program (if their state has its own Lifeline program), or

participate in one of the

Lifeline (Cont.)

following assistance programs:

- Bureau of Indian Affairs General Assistance,
- Tribally-Administered Temporary Assistance for Needy Families (TTANF), or
- Head Start (if income eligibility criteria are met).

The qualifying income in all federal default states except Alaska and Hawaii varies from a maximum of \$14,621 for a family of one to a maximum of \$49,964 for a family of eight. For each additional person in the household beyond eight, add \$5,049. To find the specific eligibility requirements for your state, visit the USAC Web site at www.lifelinesupport.org. You may also call a toll free number – 1-888-641-8722 – to ask general questions about eligibility, but not to apply to participate in the Lifeline and Link-Up programs. To find out how to apply, visit the USAC Web site at www.lifelinesupport.org, or call your local telephone company.

You can also contact your local telephone company or your state public service commission

Lifeline (Cont.)

for more information about these programs and to determine whether or not you qualify for discounts. Contact information for your state public service commission can be found on the Web site of the National Association of Regulatory Utility Commissioners, www.naruc.org/commissions.cfm, or in the blue pages or government section of your local telephone directory.

Who Pays for the Lifeline and Link-Up Programs?

All telecommunications service providers and certain other providers of telecommunications must contribute to the federal USF based on a percentage of their interstate and international end-user telecommunications revenues. These companies include wireline phone companies, wireless phone companies, paging service companies, and certain Voice over Internet Protocol (VoIP) providers.

Some consumers may notice a “Universal Service” line item on their telephone bills. This line item appears when a company chooses to

recover its USF contributions directly from its customers by billing them this charge. The FCC does not require this charge to be passed on to

Lifeline (Cont.)

customers. Each company makes a business decision about whether and how to assess charges to recover its Universal Service costs. These charges usually appear as a percentage of the consumer's phone bill. Companies that choose to collect Universal Service fees from their customers cannot collect an amount that exceeds their contribution to the USF. They also cannot collect any fees from a Lifeline program participant.

For More Information

For information about other telecommunications issues, visit the FCC's Consumer & Governmental Affairs Bureau Web site at www.fcc.gov/cgb, or contact the FCC's Consumer Center by e-mailing fccinfo@fcc.gov; calling 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) TTY; faxing 1-866-418-0232; or writing to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau

Consumer Inquiries and Complaints Division
445 12th Street, SW
Washington, DC 20554

Lifeline (Cont.)

Safelink Wireless

SAFELINK WIRELESS® service is a U.S. government supported program for Income eligible households provided by TracFone Wireless, Inc. In order to participate in the SAFELINK WIRELESS® service, persons must meet certain eligibility requirements set by each State where the service is to be provided. These requirements are based on a person's participation in a state or Federal support programs or by meeting the Income Poverty Guidelines as defined by the U.S. Government. SAFELINK WIRELESS® service is limited to one person per household.

Lifeline Service

SafeLink Wireless proudly offers Lifeline Service, which is a program that enables qualifying customers to receive discounts on monthly telephone service. In their version of the program, participants receive free cellular

service, a free SafeLink Wireless cell phone and the assurance that the participant will get no bills and no contracts EVER!

Lifeline (Cont.)

Program Overview

SafeLink Wireless offers qualifying customers FREE cellular service. This service is currently available in Maine

Benefits in Maine

Through SafeLink Wireless' Lifeline Service you can receive:

- A FREE SafeLink Wireless phone
- A FREE cellular plan that gives you 68 Minutes every month

Qualifying in Maine

You qualify for Lifeline Service in your area if...

You already participate in one of the following assistance programs:

- Emergency Assistance Program

- Home Energy Assistance Program (HEAP)
- Medicaid (known as MaineCare)

Lifeline (Cont.)

- Supplemental Nutrition Assistance Program (Food Stamps)
- Supplemental Security Income (SSI)
- Temporary Assistance to Needy Families (TANF)

No one in your household currently receives Lifeline Assistance through another phone carrier. If someone in your household is receiving Lifeline Assistance you must cancel the service before applying for Lifeline Service through SafeLink Wireless.

You have a valid United States Postal Address. In order for SafeLink to ship you your FREE phone you must live at a residence that can receive mail from the US Post Office. Sorry, but P.O. Boxes cannot be accepted.

Applying in Maine

Applying for SafeLink Wireless Service in Maine is quick and easy, and by using the following website you can be approved in less than ten minutes.

Lifeline (Cont.)

To apply, just follow these steps:

- Access the application website at:
<https://www.safelinkwireless.com/EnrollmentPublic/home.aspx>
- Fill out the application on this website.
- Download the completed application for your records.
- Write down the Enrollment ID that we provided when you fill out your application! With your ID you will be able to check on the status of your application here, or by calling them at 1-800-Safelink.

Long-term Care

Long-term care includes home care services or services in residential or institutional settings. The State of Maine Long-term Care Assessment is for anyone who needs long-term care services and wants to know which ones are available and affordable. The first step is a telephone screen to make sure you need an assessment. If you do, there is no charge, and the assessment is private. The assessment is done in your home, in the hospital, or nursing home by a Registered Nurse. The nurse uses a form called the “MED” (Medical Eligibility Determination form). The nurse will ask about the kinds of tasks you can do by yourself, what kinds of help you need, whether you have friends and family members or neighbors who can help you, what your income is, and other questions. For more information, or to have a telephone screen, call Goold Health Systems toll free at 1-800-609-7893 or V/TTY at 1-888-720-1925. The free assessment is available throughout the state and is required for anyone entering a nursing home.

If you have additional questions call:

Office of Elder Services.....207-287-9200

Toll Free Nationwide.....1-800-262-2232

Toll Free TTY.....1-800-606-0215

www.maine.gov/dhhs/oes

Long-term Care Ombudsman Program (LTCOP)

The Ombudsman program has paid staff and volunteers to investigate complaints about long-term care services. Contact the program if:

- You have a concern about your rights as a nursing home or residential care facility resident or as a recipient of home care services.
- You have a complaint about nursing home, residential care, or home care services;
- You or your organization would like to volunteer;

Your contact will be kept confidential and you may write or call without giving your name. For more information and publications call or write:

Long-term Care Ombudsman Program (LTCOP)

One Weston Court, PO Box 128

Augusta, Maine 04332-0128 207-621-1079

Toll Free TTY 1-800-499-0229

Fax..... 207-621-0509

Low Cost Drugs for the Elderly and Disabled Program

Maine's Low Cost Drugs for the Elderly and Disabled Program (DEL) helps to pay for prescription drugs for people whose income is no more than 185% of the federal poverty level. You must be 62 or older or age 19 or older and medically qualified for Social Security Disability Income (SDDI). If you spend more than 40% of your income on prescription drugs, the income level increases.

Basic Benefit:

- 80% minus \$2.00 of the cost of all generic prescription drugs on the Preferred Drug List.
- 80% minus \$2.00 of the cost of brand-name medications on the Preferred Drug List for the treatment of diabetes, heart disease, high blood pressure, chronic lung disease (emphysema and asthma), arthritis, anticoagulation, Hyperlipidemia (high cholesterol), incontinence, thyroid disease, osteoporosis, (bone density loss), Parkinson's Disease, glaucoma, Multiple Sclerosis, and ALS (Lou Gehrig's Disease).

Low Cost Drugs for the Elderly and Disabled Program (Cont.)

Supplemental Benefits:

The Supplemental Benefit includes other drugs not covered in the basic Benefit. The drugs must be medically necessary and supplied from participating manufacturers. Actual savings vary from drug to drug. DEL Members pay the State's negotiated MaineCare rate minus \$2.00.

Catastrophic Spending Limit:

After a Member spends \$1,000 on eligible prescription drugs, the state pays 80% of the cost of all eligible prescription drugs, regardless of any disease or condition. The drugs must be medically necessary and supplied from companies with agreements with the State. Eligible prescription drugs are only those drugs that were covered by DEL on May 31, 2001. The Catastrophic Spending Limit is tracked from August 1st each year to July 31st of the following year.

- Some drugs require “prior approval” for coverage.
- Coverage through DEL is funding of last resort. Members with other prescription drug coverage must use those benefits first.
- Members with Medicare Part D coverage are eligible for DEL Wrap Benefits only.

Low Cost Drugs for the Elderly and Disabled Program (Cont.)

➤ The DEL PDL is posted at:

<http://www.mainearepdl.org/index/pl/pdlfiles>

Mainers of all ages with income under 350% of the federal poverty level may be eligible for prescription drug discounts through the Maine Rx Plus Program. The program provides discounts of 15% - 60% off retail prices for drugs on the MaineCare Preferred Drug List. The greatest savings are on generic drugs.

To request an application or for more information about the medications covered in the Low Cost Drugs for the Elderly & Disabled or the Maine Rx Plus

Program, call: Toll free	1-866-796-2463
TTY	1-800-606-0215

Your local Area Agency on Aging can tell you the current income guidelines and help you to apply. Call your local Area Agency on Aging at 1-877-353-3771.

MaineCare (Medicaid)

MaineCare is a federal and state funded program that pays for medical services by physicians, hospitals and other health care providers.

If you receive Supplemental Security Income (SSI) or Temporary Assistance to Needy Families (TANF) you are automatically eligible for MaineCare. If you are not in either of these programs but need help to pay for medical care, you may still be eligible for MaineCare.

For more information, contact the Department of Health and Human Services Regional Office nearest you, listed on pages A14-A19 or your local Area Agency on Aging, listed on pages A1-A3.

<http://www.maine.gov/dhhs/DHSaddresses.htm>

MaineCare for Workers with Disabilities

Workers with disabilities can now go back to work or work more hours and keep their MaineCare benefits. Depending on what you earn, you may have to pay a small premium, but never more than \$20 a month. For more information, call or visit your local Department of Health and Human Services office or visit the web site at <http://www.maine.gov/dhhs/oes/work>.

DHHS offices are listed on pages A14-A19 of this directory.

Medicare

Medicare is health insurance for people age 65 or older, under age 65 with certain disabilities, and any age with permanent kidney failure requiring dialysis or a kidney transplant. Medicare covers certain medical services and items in hospitals and other settings.

Medicare Part A helps to cover inpatient care in hospitals and skilled nursing facilities. It also helps cover hospice and home health care. Most people automatically get Part A coverage without having to pay a monthly payment.

Medicare Part B helps cover medical care like doctors' services, outpatient care, some preventive services and other items and services. Part B is optional and you pay a monthly premium for this coverage.

Medicare Advantage Plans are health plan options that are approved by Medicare and run by private companies. These options are **Medicare Part C** and they are a different way of getting Medicare coverage than traditional Medicare.

Medicare (Cont.)

These plans include Part A and Part B coverage, extra benefits, and may include prescription drug coverage.

Medicare Prescription Drug Coverage (Part D)

Medicare offers prescription drug coverage (Part D) for everyone with Medicare. To get Medicare drug coverage, you must join a plan run by an insurance company or other private company approved by Medicare. Each plan can vary in cost and drugs covered. If you want Medicare drug coverage, you need to choose a plan that works with your health coverage and needs. Since plan coverage may change annually, it is very important that you review the costs and covered medications each year for any Part D Plan before you enroll.

Part D is Optional and you usually pay a monthly premium to get coverage. Even if you don't take a lot of prescription drugs now, you should still consider joining a Medical drug plan. If you decide not to join a Medicare drug plan when you are first eligible, and you don't have other creditable prescription drug coverage, you will likely pay a late

enrollment penalty (higher
Medicare (Cont.)

premiums) if you choose to join later.

If your income is low, you may be eligible for programs that pay the Part B premium, deductibles, co-insurances, and/or co-payments. You may also be eligible for help with Part D out-of-pocket costs. For more information, contact your local Department of Health and Human Services Office, a local Area Agency on Aging, or Legal Services for the Elderly.

Call the Social Security Administration Several months before you turn age 65 to make sure you get enrolled in the Medicare Program. Contact information for the local Social Security offices is listed on page A36.

If you have any questions about the Medicare Program, call the Maine SHIP Program at 1-877-353-3771 or the Medicare Program directly at 1-800-MEDICARE (1-800-633-4227).

Medicare (Cont.)

Medicare Part D Appeals Unit Legal Services for the Elderly

The Medicare Part D Appeals Unit of Legal Services for the Elderly provides free help to low-income Mainers having trouble getting their prescription drugs covered through Medicare Part D. Appeals Specialists provide information and assistance over the phone Monday through Friday from 9:00 to 12:00 and 1:00 to 4:00. The Unit also helps pharmacies, medical offices and other health care providers that need information about Part D formularies or help in understanding how to get medications covered for their patients. Information about Medicare Part D, including links to the Plan Formularies, is available at the LSE website: www.mainelse.org

Toll Free 1-877-774-7772

Things to Consider When Choosing or Changing your Coverage

➤ **Coverage** – When choosing between Original

Medicare and a Medicare health plan, does the plan provide extra coverage you want that
Medicare (Cont.)

Original Medicare doesn't cover?

- **Your other coverage** – Do you have, or are you eligible for, other types of health or prescription drug coverage? If so, read the materials you get from your insurer or plan, or call them to find out how the coverage works with, or are affected by, Medicare. If you have coverage through a former or current employer or union, talk to your benefits administrator, insurer, or plan before making any changes to your coverage.
- **Cost** – How much are your premiums and deductibles? How much do you pay for services like hospital stays or doctor visits? Your costs vary and may be different if you don't follow the coverage rules.
- **Doctor and hospital choice** – Do your doctors accept the coverage? Are they accepting new patients? If you are considering a Medicare health plan, do you have to choose your hospital and health care providers from a network? Do you need a referral to see a specialist?

- **Prescription drugs** – What are your drug needs? Do you need to join a Medicare drug plan? What will your prescription drugs cost under each plan? Are your drugs covered under the plan's

Medicare (Cont.)

formulary (drug list)? Formularies can change.

- **Quality of care** – The quality of care and services given by plans and other health care providers can vary. Medicare has information to help you compare plans and providers. See page 100.
- **Convenience** – Where are the doctors' offices? What are their hours? Which pharmacies can you use? Can you get your prescriptions by mail?
- **Travel** – Do you spend part of each year in another state? Will the plan cover you there?

Mental Health Services

Mental Health services may include: crisis intervention, counseling, medication review, inpatient treatment and day treatment programs.

In-home assessment and short-term counseling and referral services are available through regional mental health geriatric resource staff.

For more information about services in your area contact the Department of Health and Human Services at one of its regional offices for mental health services:

Region I

175 Lancaster Street, Portland, ME 04101
Telephone.....207-822-0270
Toll Free.....800-2695208
Toll Free TTY.....888-254-0311

Region II

41 Anthony Avenue, 11 State House Station,
Augusta, ME 04333
Telephone:.....207-287-
9170
Toll Free.....800-675-
1828
Toll Free TTY.....800-606-
0215

Mental Health Services (Cont.)

Region III

176 Hogan Road, Bangor, ME 04401
Telephone.....207-941-4360
Toll Free.....800-963-9491
Toll Free TTY.....800-606-0215

**For a list of providers of mental health services for
older people, see pages A31-A32.**

For information concerning eligibility as a veteran,
call:

Togus Patient Advocate.....207-623-8411(X
5300)

Help is also available from psychiatrists,
psychologists, social workers and counselors in
private practice who are listed in the phone book

yellow pages under Mental Health Services, and from members of the clergy.

Native American Indian Grants & Services

To find out about services available to Maine's older Native Americans, contact one of the following:

Aroostook Band of Micmacs

8 Northern Road

Presque Isle, ME 04769.....207-764-1972

Houlton Band of Maliseet Indians

12 Clover Circle

Houlton, ME 04730.....207-532-4229

Passamaquoddy Tribe at Indian Township

PO Box 301

Princeton, ME 04668.....207-796-2301

Passamaquoddy Tribe at Pleasant Point

PO Box 343

Perry, ME 04667.....207-853-2600

Penobscot Nation

6 River Road, Indian Island
Old Town, Maine 04468.....207-827-
7776

***Native American Indian Grants & Services
(Cont.)***

Wabanaki Mental Health Association
*(For Hancock, Penobscot, Piscataquis, and parts of
Washington County, this association offers mental
health services)*
187 Exchange Street
Bangor, ME 04401.....207-990-
0605

For information about off-reservation services
contact your local Area Agency on Aging, listed on
pages A1-A3.

Northeast Health Care Quality Foundation

Northeast Health Care Quality Foundation, Medicare's Quality Improvement Organization for Maine, New Hampshire and Vermont, reviews cases to make sure Medicare patients get quality medical care, all the tests and services they need, and are not discharged from the hospital before they are ready to go.

Call this toll free hotline at **1-800-772-0151** if you:

- ❑ Think the hospital is making you leave before you are ready to go
- ❑ If the hospital notifies you that Medicare will not cover your admission and continued stay and you disagree
- ❑ Have a complaint about the quality of medical care you received
- ❑ Have a question about Medicare
- ❑ Want to receive Medicare publications, their "free" newsletter *Health Matters for Medicare*

Consumers, or if you want a free Medicare presentation for your group.

Nursing Facility Care and Assisted Living

Adult Family Care Homes are residences where six or fewer people who meet medical eligibility requirements live in a homelike setting and can receive personal care, medication management and supervision.

Assisted Living Residences

Maine provides a variety of Assisted Living Residences to meet the needs of its citizens.

Independent Housing with Services have private apartments, central dining and supportive services for occupants.

Residential Care Facilities serve adults who may need supervision or assistance with their diet, medication, walking, bathing and dressing.

Nursing facilities are for people who do not require hospital care but who need frequent nursing care and are dependent on others to do daily activities.

MaineCare, Medicare and other insurance (under

certain conditions) may cover some or all of the costs of nursing facility care.

***Nursing Facility Care and Assisted Living
(Cont.)***

To find out if you are eligible for financial assistance, contact the Office of Integrated Access and Support at a Department of Health and Human Services Regional Office listed on pages A14 – A19

For more information about assisted living or nursing facility care call:

Community Services Licensing207-287-9250
Toll Free.....1-800-791-4080
Nursing Facilities.....207-287-9300

OR

Office of Elder Services
#11 State House Station
Augusta, Maine 04333.....207-287-9200
Toll Free.....1-800-262-2232
Toll Free TTY.....1-800-606-0215

The Office of Elder Services has an assisted living facility search tool at:
<https://portalxw.bisoex.state.me.us/dhhs-apps/rcare/>

To report a case of abuse, neglect or exploitation in a licensed facility call 1-800-383-2441

Nutrition/Meals

Community Meal Sites

There are almost 100 locations in the state where older citizens can enjoy a nutritious noon meal. Some of these sites serve meals daily, Monday through Friday. Other sites are open less often. Meal sites also sponsor programs on health, nutrition education, and other consumer issues.

Home Delivered Meals

In many areas of the state, volunteers and paid staff deliver meals to people who are homebound and unable to prepare meals for themselves. Special containers make sure that when the meal arrives, it is hot and ready to eat. In some cases, participants can opt to receive frozen meals to reheat at a later time.

Both nutrition programs are available to anyone 60 years of age or older, regardless of income. No fee is charged, but donations are encouraged. For more information on either of these programs, contact your local Area Agency on Aging listed on pages A1-A3. You can also search for dining sites at

Nutrition meals (CONT.)

Maine Senior FarmShare

ELIGIBILITY REQUIREMENTS:

To take part in the Senior FarmShare Program you must:

1. Be a Maine resident, 60 years old or older (55 if Native American)
2. Not be an immediate family member or live in the same household as the farmer
3. 2010 income guidelines:
 - Maximum of \$20,036/per year (\$1,670/month) for a one-person household; or
 - Maximum of \$26,955/per year (\$2,247/month) for a two-person household
 - *(Note: If you have established eligibility in MaineCare, or Supplemental Security Income, or Low Income Home Energy Assistance Program, or Low Income Drug Program, you*

automatically meet the income guidelines.)

Nutrition meals (CONT.)

If you are uncertain about your eligibility to participate in Maine Senior FarmShare, you should contact your local area agency on aging by calling the **ELDERS-1** toll-free number at **1-877-353-3771**.

BENEFITS OF FARMSHARE:

As a participant in the program, you are qualified to receive a free share (\$50 worth) of first-quality, fresh, local produce from a Maine farm for 8 weeks during the growing season. The variety of produce and method of delivery/pick-up will vary depending on which farm you choose to sign up with.

HOW AND WHEN TO SIGN UP:

Sign up takes place during March and April each year directly with a participating farmer. Please see 2010 participating farmers list.

C:\Documents and Settings\judy.blaisdell\Application Data\Adobe\Dreamweaver CS4\en_US\Configuration\ServerConnections\Unnamed server\mainefoodandfarms\connect\farmshare\individual .pdf

Seniors must sign up each year with a farmer.

Please do not assume that you are automatically signed up if you participated in a prior year.

Nutrition meals (CONT.)

You may choose a different farmer from year to year, but you can only sign up with ***one*** farmer for ***one*** share in ***one*** program year.

The number of seniors who qualify for the Senior FarmShare program significantly outnumbers the number of shares available for distribution. If the farm you contact has filled all of their shares, you may ask to be put on a waiting list. Please understand that meeting the eligibility requirements does not guarantee you a share.

You are not officially signed up until you complete and sign the agreement form given to you by the farmer. These forms will be available to the farmers in March. It is your responsibility to directly contact a local farmer to sign up. You can either use the participating farmers list due out soon or you can contact your local area agency on aging by calling the **ELDERS-1** toll free number at **1-877-353-3771** to assist you.

Nutrition meals (CONT.)

SENIOR RESPONSIBILITIES

You are signing an agreement with a farmer to use your entire share by the date the farmer sets. Only sign up for a share if you are fairly certain you will be able to use all of it. *You must let the farmer know if your share will not be used.* If you cannot or do not use your full share, the farmer has to provide produce for which he has been paid by signing up another senior.

THINGS YOU SHOULD CONSIDER WHEN SIGNING UP WITH A FARMER:

- Does the farm grow fruits and vegetables that you like to eat?
- Are you required in the agreement to go pick up from the farm, or does the farmer deliver to you?
- If you have to PICK UP your produce, do you have transportation to get to the farm enough times over the 8 week season to use up your \$50 share?

- Is the place where you have to pick up your produce too far away from your home?

Nutrition meals (CONT.)

- Do you choose what you will receive every week, or does the farmer choose for you? (This will be explained by the farmer and written on the agreement form.)

RECIPES/BENEFITS OF FRESH FRUITS AND VEGETABLES:

The benefits of eating more fruits and vegetables are plentiful! For specific information on the nutritional benefits of fruits and vegetables and for recipes click on the links below:

- **Maine Nutrition Network:** www.maine-nutrition.org/
- **Office of Elder Services:** www.maine.gov/dhhs/beas/nutrition/
- **Fruits and Veggies Matters:** www.fruitsandveggiesmatter.gov/
- **Recipe Source:** www.recipe-source.com

Nutrition meals (CONT.)

SEASONAL AVAILABILITY OF PRODUCE IN MAINE:

Different farms participating in the Maine Senior FarmShare program offer different types of fruits and vegetables. You should check with the farmer before signing up to be sure the farm's offerings will meet your needs. The fruits and vegetables will be available at different times during the growing season. Since the FarmShare program only includes Maine-grown produce, you should realize that you will not receive items such as bananas, oranges, lemons, and other tropical fruits

ADDITIONAL RESOURCES AVAILABLE TO LOW-INCOME SENIORS:

Seniors that qualify for Maine Senior FarmShare may also qualify for other benefits. Contact your local area agency on aging by calling the **ELDERS-1** toll free number at **1-877-353-3771** regarding other benefit opportunities, or complete a self-assessment test online: <http://www.benefitscheckup.org/>

Nutrition meals (CONT.)

These benefits may include:

- Maine Rx Plus
- Low Cost Drug Program
- Home Energy Assistance Program (HEAP)
- Food Stamps
- Medicare Savings Program
- MaineCare
- Supplemental Security Income (SSI)

Other Maine Resources:

- Prescription Drug Assistance:
<http://www.maine.gov/dhhs/beas/medbook.htm>
- Maine's Office of Elder Services:
<http://www.maine.gov/dhhs/beas>

CONTACT INFORMATION:

If you have any questions or concerns that your farmer is unable to answer, please contact your local area agency on aging by calling the **ELDERS-1** toll free number at **1-877-353-3771**.

Nutrition meals (CONT.)

Commodity Supplemental Food Program

1. What is the CSFP?

- The Commodity Supplemental Food Program (CSFP) works to improve the health of low-income elderly people at least 60 years of age by supplementing their diets with nutritious USDA commodity foods. It provides food and administrative funds to States to supplement the diets of these individuals.
- Elderly people are the population served by CSFP in Maine which provides food rather than the food vouchers.
- CSFP food packages do not provide a complete diet, but rather are good sources of the nutrients typically lacking in the diets of the target population.

Nutrition meals (CONT.)

CSFP is administered at the Federal level by the
USDA Food and Nutrition Service

- (FNS), an agency of the U.S.
Department of Agriculture.
- An estimated 444,000 elderly people
participated in the program in fiscal year
(FY) 2008. As a new program, Maine
currently has around 3,000 participants.

2. How does the program operate?

USDA purchases food and makes it
available to State agencies and Indian
Tribal Organizations (ITOs), along with
funds for administrative costs. In Maine,
the state agencies that administer CSFP
are both the Maine Department of Health
and Human Services and the Maine
Department of Agriculture. State

agencies store the food and distribute it to public and non-profit private local agencies.

Nutrition meals (CONT.)

Local agencies – such as Maine’s AAAs and the Western Maine Community Action Program determine the eligibility of applicants, distribute the foods, and provide nutrition education. Local agencies also provide referrals to other welfare, nutrition, and health care programs such as the Supplemental Nutrition Assistance Program (SNAP) formerly known as the Food Stamp Program, Medicaid, and Medicare.

3. What are the requirements to get food through CSFP?

Elderly participants must reside in Maine.

Maine has established an income limit for the elderly that is at or below 130 percent

of the Federal Poverty Income Guidelines.

Nutrition meals (CONT.)

4. What foods are provided to participants?

Food packages include a variety of foods, such as non-fat dry and evaporated milk, juice, farina, oats, ready-to-eat cereal, rice, pasta, peanut butter, dry beans or peas, canned meat or poultry or tuna, and canned fruits and vegetables.

For a list of foods available for CSFP for fiscal year 2009, visit the FD web site at: <http://www.fns.usda.gov/fdd/foods/fy09-csfpfoods.pdf>.

5. Who should I contact for more information about CSFP?

For more information about this program, contact the

Maine Office of Elder Services at 800-262-2232 or
you can contact your local AAA which is the CSFP.

Property Tax & Rent Refund

The Maine Residents Property Tax Program

offers tax and rent relief to elderly people who own their own homes or rent an apartment or house.

Applications are accepted between August 1st and December 31st. Eligibility is based on income and taxes or rent paid in the previous calendar year.

General tax assistance is for income eligible owners and renters of any age. Maximum refund is \$1000.

People of any age who were assisted with their housing costs by a government subsidy are not eligible for this program.

Elderly tax assistance is for people at least 62 years of age who meet low-income guidelines. People 55 or over on Federal disability and living alone are also eligible to apply. A husband and wife, both of whom are on Federal disability, are also eligible to apply if the applicant is at least age 55.

Information about property tax and rent refund is continued on the next page.

Property Tax & Rent Refund (Cont.)

Elderly people living in subsidized housing may be eligible for elderly tax assistance. To request an application, call or write:

Maine Revenue Services
#24 State House Station
Augusta, Maine 04333 207-626-8475
Local/Out-of-State TTY..... 207-287-4477
To order forms.....207-624-7894

Application booklets are also available at town or city tax offices and at Area Agencies on Aging, listed on pages A1-A3.

Senior Medicare Patrol (SMP)

The Senior Medicare Patrol’s mission is to educate

consumers about Medicare and MaineCare and how they can help identify and reduce errors, fraud, waste and abuse.

For assistance, contact the Office of Elder Services at 1-800-262-2232, Legal Services for the Elderly Hotline at 1-800-750-5353, or Area Agencies on Aging at 1-877-353-3771.

Sexual Assault Support Programs

Maine's Sexual Assault Support Programs, all of which belong to the Maine Coalition Against Sexual

Assault, are for victims and survivors of sexual violence of all ages and their friends and families. These programs cover the entire state and provide:

- Support and advocacy for survivors of sexual violence, their families, and concerned others, including a 24-hour crisis and support line, support groups, crisis intervention and information, and referrals for mental health and other community resources.
- Support and advocacy for survivors who seek medical attention, report to the police, or engage with the criminal justice system, and support for their families and concerned others through these processes.
- Community awareness-building and education for all ages and audiences on a range of topics, including root causes and impact of sexual violence; sexual harassment; drug-facilitated sexual assault; internet safety; personal body

Sexual Assault Support Programs (Cont.)

safety; and outreach for and about specific populations and audiences.

For more information or to access our 24 hour, confidential statewide sexual assault crisis and support line, please call 1.800.871.7741 or TTY 1.888.458.5599.

Shelters for Homeless People and Victims of Family Violence

There are homeless shelters in many towns and cities throughout the state. Most provide temporary and emergency shelter only. In some cases, however, two to four weeks of shelter are offered, particularly to family violence victims or for detoxification

purposes.

For more information contact:

Maine Housing
353 Water Street
Augusta, Maine 04330 207-626-4600
Toll Free 1-800-452-4668
Toll Free TTY 1-800-452-4603

OR

Area Agencies on Aging listed on pages A1-A3.

OR

Adult Protective Services
Local..... 207-532-5047
Toll Free Nationwide.....1-800-624-8404
Toll Free TTY 1-800-606-0215

Supplemental Nutrition Program (SNAP)

Participants utilize an electronic benefits card to purchase food or garden seeds, to make voluntary contributions at meal sites, for home delivered meals available through Area Agencies on Aging or for meals in designated restaurants.

Eligibility is based on a number of factors including: citizenship; size of household; whether you are disabled; monthly household income and expenses, including medical expenses, and total assets.

Applications are available at many locations statewide including Department of Health and Human Services Regional Offices, Town Offices and Area Agencies on Aging. Applications can be requested by mail or telephone. Applications go to the Office of Integrated Access and Support at the regional DHHS office nearest you. (See listing on pages A14-A19 for address and phone number.) An older person can be interviewed for eligibility by telephone.

Area Agencies on Aging can help with completing a food stamp application. For more information, contact your local Area Agency on Aging at 1-877-353-3771.

Supplemental Security Income (SSI)

Supplemental Security Income (SSI) guarantees a minimum monthly income to people who are at least 65 years old, or blind, or disabled with limited income and resources. You may get SSI even if you work, get Social Security, or own your house and car. If you receive SSI you are automatically eligible for MaineCare.

To find out if you qualify, contact the nearest Social Security Office listed on page A36.

For assistance in applying for SSI, contact your local Area Agency on Aging, listed on pages A1-A3.

Support Groups

Support groups are a way to share problems or concerns with others and to receive emotional support after a death, divorce, or during a family member's chronic or terminal illness. For more information regarding various support groups in your area, contact your local Area Agency on Aging, listed on pages A1-A3.

Tax Preparation

Federal

Soon after the first of every year, the Internal Revenue Service (IRS) publicizes a list of Volunteers in Tax Assistance (VITA) who can assist you to prepare your federal income tax returns. There is no charge for the service. The list is available at the beginning of every year at the Area Agencies on Aging listed, on pages A1-A3.

To call the IRS directly:

For assistance 1-800-829-1040

For forms 1-800-829-3676

State

To call the Maine Revenue Service directly:

For assistance 207-626-8475

For forms 207-624-7894

Local/Out-of-State TTY 207-287-4477

Transportation Services

Buses, vans, or individual drivers can help you get to doctors' offices, clinics and pharmacies in most areas of the state. Advance notice is required for some of these arrangements. For information, contact the regional social services transportation provider in your area listed on pages A37-A39, or contact your local Area Agency on Aging, listed on pages A1-A3.

Veterans Services

Veterans Administration

To find out if you are eligible for certain health and counseling services available through the Veterans Administration at Togus, call or write:

Togus Patient Advocate
Veterans Administration Center and Hospital
Augusta, Maine 04330.....207-623-8411 (X
5300)
Toll Free.....1-877-754-
2862
Toll Free Switchboard and
all extensions.....1-877-421-
8263
Toll Free Veterans Benefits.....1-877-827-
1000

State Division of Veterans Services

The State Division of Veterans Services can provide assistance in the following areas:

- Employment

- Housing
- Claims applications
- Financial assistance and loans

Veterans Services (Cont.)

- Counseling
- Educational benefits
- Tax and various other exemptions

For more information, call or write:

Division of Veterans Services

Camp Keyes

#117 State House Station

Augusta, Maine 04333.....207-626-4464

Toll Free.....1-800-345-0116

Volunteering

There are many ways that older people can volunteer their time and skills. The programs listed below are a few that may interest you.

Foster Grandparent Program

The Foster Grandparent Program provides part-time (20 hours a week) volunteer opportunities for people with low income age 60 and older to serve children with special or exceptional needs in their homes, schools, day care centers, institutions, hospitals, correctional facilities or specialized programs for developmentally disabled children. Volunteers receive a small stipend.

Contact the Foster Grandparent Program at the following locations:

*For all counties **except** York and Cumberland:*

Penquis CAP/FGP

262 Harlow Street, PO Box 1162

Bangor, Maine 04402-1162.....207-973-3684

Volunteer Opportunities (Cont.)

In York and Cumberland Counties:

Foster Grandparent Program

Harbor Terrace, 284 Danforth Street

Portland, Maine 04102.....207-773-0202

Long-term Care Ombudsman Program

A **Volunteer Ombudsman** visits residents in long-term care facilities. “Ombudsman” (pronounced ombudz-man) is a Swedish word that means citizen representative. A Volunteer Ombudsman

- Visits residents on a regular basis.
- Listens to residents’ concerns and problems while having a friendly visit.
- Reports to the Program Staff for guidance while they try to respond to the needs of the residents.

The Maine Council of Senior Citizens-Alliance for Retired Americans is an organization of retirees and semi-retirees who volunteer their time in a number of ways: members make phone calls to legislators, write letters to our congressional delegation and legislators, offer testimony before

the Legislature, march on Washington, and advocate for other seniors.

Volunteer Opportunities (Cont.)

For more information call 207-622-3151 or 1-800-452-8794 (toll free in Maine).

Retired and Senior Volunteer Program (RSVP)

The RSVP program matches volunteers aged 55 or older with community service jobs such as delivering meals, providing companionship to homebound individuals and teaching in literacy programs. RSVP volunteers also serve at the Maine State Museum, in local schools, libraries, nursing homes and hospitals.

Aroostook RSVP
33 Davis Street, PO Box 1288
Presque Isle, Maine 04769.....207-764-6184

Penquis Coastal
170 Pleasant Street, Suite A
Rockland, Maine 04841.....207-596-0361

Health Reach RSVP
PO Box 829
Waterville, Maine 04903-0829.....207-861-

3400

UMaine Center on Aging RSVP
Camden Hall, 25 Texas Avenue
Bangor, Maine 04401-4221.....207-262-
7926

Volunteer Opportunities (Cont.)

Southern Maine RSVP
136 Route 1
Scarborough, Maine 04047.....207-396-
6500

Senior Companion Program

The Senior Companion Program provides a part-time (20 hours per week) volunteer opportunity for people with low income age 60 and over. These volunteers work with adults with special needs. A small stipend is provided to volunteers who are income eligible. Contact the Senior Companion Program at the following for all counties except York and Cumberland locations:

UMaine Cooperative Extension
Senior Companion Program
University of Maine
5717 Corbett Hall, Room 304
Orono, ME 04469-5717.....207-581-
3326

In York and Cumberland
Prop and Senior Volunteer Program
284 Danforth Street
Portland, ME 04102-3765.....207-773-
0202

Volunteer Opportunities (Cont.)

Senior Medicare Patrol

Volunteers are trained to educate Maine's seniors about potential errors, fraud, waste and abuse in Medicare and MaineCare. Volunteers provide one-on-one help with Medicare and MaineCare questions and/or speak to senior groups and organizations. For further information, contact the SMP Coordinator at your local Area Agency on Aging at 1-877-353-3771.

Service Corps of Retired Executives (SCORE)

This organization of volunteers is supported by the U.S. Small Business Administration (SBA). SCORE recruits executives who are retired from business to use their past experience to counsel people who are starting up or running small businesses. Volunteers receive travel expenses.

Volunteer Opportunities (Cont.)

SCORE offices are listed below:

AUGUSTA SCORE

SBA – 66 Sewall Street, Room 512

40 Western Avenue

Augusta, Maine 04330.....207-622-
8509

BANGOR SCORE

EMTC

354 Hogan Road

Bangor, Maine 04401.....207-825-
3819

AROOSTOOK SCORE

24 Sweden Street, Suite 101

Caribou, Maine 04736.....207-492-
8010

LEWISTON/AUBURN SCORE
CareerCenter
5 Mollison Way
Lewiston, Maine 04240.....207-782-3708

DOWNEAST MAINE SCORE
248 State Street
Ellsworth, ME 04605.....207-667-5800

Volunteer Opportunities (Cont.)

OXFORD HILLS SCORE
2 Market Square
South Paris, Maine 04281.....207-743-0499

PORTLAND SCORE
100 Middle Street
Portland, Maine 04101.....207-772-1147

WESTERN MOUNTAIN SCORE
c/o Oxford Federal Credit Union
255 River Street
PO Box 252
Mexico, ME 04257.....207-369-

Quick Reference: Addresses and Phone Numbers

Aging and Disability Resource Centers

<http://www.maine.gov/dhhs/oes/resource/adrc.htm>

1

Call the Aging and Disability Resource Center nearest you for comprehensive information and assistance on long-term services and supports. Maine's 5 ADRCs (also known as Area Agencies on Aging) now provide complete information on long-term services and supports to seniors, people with disabilities of any age, and family members – whether the need is now, or for the future – ADRCs are designed to help guide you through the maze of long-term care options available these days – from home-based care, care options available in your community, up through care in an institution. You may call a central number **1-877-353-3771 from anywhere in Maine to contact the ADRC that serves the town you live in, or call your ADRC directly using the numbers that follow:**

Aroostook Agency on Aging
(Aroostook County)

One Edgemont Drive, Suite B, PO Box 1288
Presque Isle, Maine 04769
Voice 207-764-3396

TTY 207-992-0150
Toll Free 1-800-439-1789
Office Hours.....8am-4:30pm, Monday-Friday

Eastern Agency on Aging
*(Hancock, Penobscot, Piscataquis and Washington
Counties)*
450 Essex Street; Bangor, Maine 04401-3937
Voice 207-941-2865
TTY 992-0150
Toll Free 1-800-432-7812
Office Hours..... 8am – 4:30pm, Monday-Friday

**Spectrum Generations (formerly Senior
Spectrum)**
*(Kennebec, Knox, Lincoln, Sagadahoc, Somerset and
Waldo Counties, Brunswick and Harpswell)*
One Weston Court, PO Box 2589, Augusta, Maine
04338-2589
Voice 207-622-9212
Toll Free 1-800-639-1553
TTY 207-623-0809
Toll Free TTY 1-800-464-8703
Office Hours..... 8am – 4:30pm, Monday-Friday

SeniorsPlus

(Androscoggin, Franklin and Oxford Counties)
8 Falcon Road, Lewiston, Maine 04243-0659

Voice 207-795-4010
Toll Free 1-800-427-1241
TTY 207-795-7232
Office Hours..... 8am – 5pm, Monday-Friday

Southern Maine Agency on Aging

(Cumberland, except Brunswick and Harpswell, and York Counties)

136 U.S. Route 1, Scarborough, ME 04074
Voice 207-396-6500
Toll Free 1-800-427-7411
TTY 207-883-0532
Fax.....207-883-8249
Office Hours..... 8am – 4:30pm, Monday-Friday

Community Action Programs

Contact these agencies for energy assistance, home weatherization or repair, transportation.

Aroostook Community Action Program

771 Main Street, PO Box 1116

Presque Isle, Maine 04769.....207-764-3721

Toll Free.....1-800-432-7881

Coastal Economic Development Corp.

34 Wing Farm Parkway

Bath, Maine 04530.....207-442-7963

Toll Free.....1-800-221-2221

Community Concepts, Inc.

PO Box 278 (Market Square)

South Paris, Maine 04281.....207-743-7716

Community Action Programs (Cont.)

Kennebec Valley Community Action Program

97 Water Street
Waterville, Maine 04901.....207-859-
1500

219 Cony, RFD 7, Box 1103
Augusta, Maine 04330.....207-622-
4761

26 Mary Street
Skowhegan, Maine 04976.....207-474-
8487
Toll Free.....1-800-542-
8227

Penquis Community Action Program

262 Harlow Street , PO Box 1162
Bangor, Maine 04401.....207-973-
3500
Toll Free.....1-888-424-
0151

Peoples Regional Opportunity Program

510 Cumberland Avenue
Portland, Maine 04101.....207-874-1140
Toll Free.....1-800-698-4959

Waldo County Committee for Social Action

9 Field Street, PO Box 130
Belfast, Maine 04915.....207-338-3025
Toll Free.....1-800-498-3025

Community Action Programs (Cont.)

Washington-Hancock Community Action

PO Box 280
Corner of Main and Maple Streets
Milbridge, Maine 04658.....207-546-7544
Toll Free(9-11a.m.).....1-800-828-7544

Western Maine Community Action, Inc.

Church Street , PO Box 200
East Wilton, Maine 04234.....207-645-3764

York County Community Action Corporation

6 Spruce Street, PO Box 72

Sanford, Maine 04073.....207-324-
5762

Toll Free.....1-800-965-
5762

<p>Community Colleges</p>

Central Maine Community College

1250 Turner Street

Auburn, Maine 04210.....207-755-
5100

Toll Free.....1-800-891-
2002

TTY.....207-755-5489

Eastern Maine Community College

354 Hogan Road
Bangor, Maine 04401.....207-974-4600
Toll Free.....1-800-286-9357
TTY.....207-641-4658...**OR**...207-974-4681

Kennebec Valley Community College

92 Western Avenue
Fairfield, Maine 04937-1375.....207-453-5000
Toll Free.....1-800-528-5882
TTY.....207-453-5163

Northern Maine Community College

33 Edgemont Drive
Presque Isle, Maine 04769.....207-768-2700
TTY.....207-768-2817

Community Colleges (Cont.)

Southern Maine Community College

2 Fort Road
South Portland, Maine 04106.....207-741-
5500
Toll Free.....1-877-282-
2182
TTY.....207-767-
5667

Washington County Community College

Calais Campus
1 College Drive
Calais, Maine 04619.....207-454-
1000
Toll Free.....1-800-210-
6932
TTY.....207-454-
1016

Eastport Campus
16 Deep Cove Road
Eastport, ME 04631.....207-853-
2518
Toll Free.....1-800-806-

0433

York County Community College

112 College Drive

Wells, Maine 04090.....207-646-9282

Toll Free.....1-800-580-3820

Cooperative Extension County Offices

Androscoggin and Sagadahoc Counties

24 Main St.

Lisbon Falls, ME 04252-1507

(207)353-5550

1-800-287-1458

Aroostook County

22 Hall Street, Suite 101

Fort Kent, ME 04743-7131

(207)834-3905

1-800-287-1421

Houlton Road

P.O. Box 727
Presque Isle, ME 04769-0727
(207) 764-3361
1-800-287-1462

Central Building
P.O. Box 8
Houlton, ME 04730-0008
(207) 532-6548
1-800-287-1469

***Cooperative Extension County Offices
(Cont.)***

Cumberland County
P.O. Box 9300
15 Chamberlain Avenue
Portland, ME 04104-9300
(207) 780-4205
1-800-287-1471

Franklin County
147 Farmington Falls Road
Farmington, ME 04938-6403
(207) 778-4650
1-800-287-1478

Hancock County

63 Boggy Brook Road

Ellsworth, ME 04605-9540

(207) 667-8212

1-800-287-1479

***Cooperative Extension County Offices
(Cont.)*****Kennebec County**

125 State St., 3rd Floor

Augusta, ME 04330-5692

(207) 622-7546

1-800-287-1481

Knox and Lincoln Counties

377 Manktown Road

Waldoboro, ME 04572

(207) 832-0343

1-800-244-2104

Oxford County

9 Olson Road

South Paris, ME 04281-6402

(207) 743-6329

1-800-287-1482

***Cooperative Extension County Offices
(Cont.)***

Penobscot County

307 Maine Avenue

Bangor, ME 04401-4331

(207)942-7396

1-800-287-1485

Piscataquis County

165 E. Main Street

Dover-Foxcroft, ME 04426-1396

(207) 564-3301

1-800-287-1491

Somerset County

7 County Drive
Skowhegan, ME 04976-4209
(207) 474-9622
1-800-287-1495

Waldo County
992 Waterville Road
Waldo, ME 04915
(207) 342-5971
1-800-287-1426

***Cooperative Extension County Offices
(Cont.)***

Washington County
34 Center Street
Machias, ME 04654
(207) 255-3345
1-800-287-1542

York County
21 Bradeen Street, Suite 302
Springvale, ME 04083
(207) 324-2814
1-800-287-1535

Department of Health and Human Services District Offices

Contact the Department of Health and Human Services District Offices about Food Stamps, Medical Assistance (MaineCare), Residential and Nursing Home Assistance, and Public Health Nursing. DHHS will contact the AT&T Language Line to make arrangements for an interpreter for anyone who needs one. *For up to the minute information on regional office locations and phone numbers, please check the website at www.maine.gov/dhhs.*

District 1

Biddeford

208 Graham Street

Biddeford, Maine 04005-3350.....207-286-2400

Toll Free.....1-800-322-1919

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-286-2408

Sanford

890 Main Street, Suite #208
Sanford, Maine 04073-3800.....207-490-5400
Toll Free.....1-800-482-0790
Local/Out-of-State TTY.....1-800-606-0215
Fax.....207-490-5463

DHHS District Offices (Cont.)

District 2

Portland

161 Marginal Way
Portland, Maine 04101-2438.....207-822-2000
Toll Free.....1-800-482-7520
Local/Out-of-State TTY..... 1-800-720-1925
Fax.....207-822-2146

District 3

Lewiston

200 Main Street
Lewiston, Maine 04240-7098.....207-795-

4300
Toll Free.....1-800-482-
7517
Local/Out-of-State TTY.....1-800-606-
0215
Fax.....207-795-
4444

South Paris

243 Main Street, Suite #6
South Paris, Maine 04281.....207-744-
1200
Toll-Free.....1-888-593-
9775
Local/Out of State TTY.....1-800-606-
0215
Fax.....207-743-
8798

DHHS District Offices (Cont.)

Farmington

114 Corn Shop Lane
Farmington, Maine 04938.....207-778-
8400
Toll Free.....1-800-442-
6382
Local/Out-of-State TTY.....1-800-606-

0215
Fax.....207-778-
8410

District 4

Rockland

91 Camden Street, Suite 103
Rockland, Maine 04841-0201.....207-596-
4200
Toll Free.....1-800-432-
7802
Local/Out-of-State TTY.....1-800-606-
0215
Fax.....207-596-
4235

District 5

Augusta *(Call for street addresses and phones for the
program you are trying to reach.)*

35 Anthony Avenue
Augusta, Maine 04333.....207-624-
8090
Toll Free.....1-800-452-
1926
Local/Out-of-State TTY.....1-800-606-
0215

Fax.....207-624-8074

DHHS District Offices (Cont.)

Skowhegan

98 North Avenue, Suite 10

Skowhegan, Maine 04976-1996.....207-474-4800

Toll Free.....1-800-452-4602

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-474-4888

District 6

Bangor

396 Griffin Road

Bangor, Maine 04401-3095.....207-561-4100

Toll Free.....1-800-432-7825

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-561-

District 7

Calais

392 South Street

Calais, Maine 04619-1108.....207-454-9000

Toll Free.....1-800-622-1400

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-454-9012

DHHS District Offices (Cont.)

Ellsworth

17 Eastward Lane

Ellsworth, Maine 04605-1718.....207-667-1600

Toll Free.....1-800-432-7823

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-667-5364

Machias

38 Prescott Drive

Machias, Maine 04654-9984.....207-255-
2000

Toll Free.....1-800-432-
7846

Local/Out-of-State TTY.....1-800-606-
0215

Fax.....207-255-
2022

District 8

Caribou

30 Skyway Drive, Unit 100

Caribou, Maine 04736-2060.....207-493-
4000

Toll Free.....1-800-432-
7366

Local/Out-of-State TTY.....1-800-606-
0215

Fax.....207-493-
4001

DHHS District Offices (Cont.)

Fort Kent

137 Market Street

Fort Kent, Maine 04743.....207-834-7700

Toll Free.....1-800-432-7340

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-834-7701

Houlton

11 High Street

Houlton, Maine 04730-2012.....207-532-5000

Toll Free.....1-800-432-7338

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-532-7995

**Division for the Blind & Visually
Impaired of the Bureau of Rehabilitation
Services in the Department of Labor**

Augusta

2 Anthony Avenue

73 State House Station

Augusta, ME 04333-0073.....207-624-
5191

Toll Free.....1-800-760-
1573

Bangor

45 Oak Street, Suite 1

Bangor, ME 04401.....207-561-
4000

Toll Free.....1-888-545-
8811

Ellsworth

248 State Street, Suite 3A
Ellsworth, ME 04605-1850.....207-664-
2310
Toll Free.....1-800-371-
7543

Lewiston
5 Mollison Way
Lewiston, ME 04240.....207-753-
9099
Toll Free.....1-800-741-
2991

***Division for the Blind & Visually Impaired
of the Bureau of Rehabilitation Services in
the Department of Labor (Cont.)***

Portland
185 Lancaster Street
Portland, ME 04101.....207-822-0400
X600
Toll Free.....1-800-315-
1192

Presque Isle
66 Spruce Street

Presque Isle, ME 04769-3222.....207-760-
6347
Toll Free.....1-800-635-
0357

Rockland

279 Maine Street

Rockland, ME 04841-9914.....207-594-
1834
Toll Free.....1-800-432-
1680

Employment Service Agencies (One Stop CareerCenters)

Androscoggin County

CareerCenter

5 Mollison Way

Lewiston, Maine 04240.....207-753-9000

Toll Free V/TTY.....1-800-741-2991

TTY.....1-877-796-9833

Fax.....207-783-5301

Aroostook County

CareerCenter

66 Spruce Street, Suite 1

Presque Isle, Maine 04769.....207-760-6300

Toll Free V.....1-800-635-0357

TTY.....1-888-697-2877

Fax.....207-760-6350

CareerCenter
88 Fox Street
Madawaska, Maine 04756.....207-728-6345
Toll Free1-800-437-1220
Fax.....207-728-4491

Employment Service Agencies (Cont.)

CareerCenter
91 Military Street
Houlton, Maine 04730.....207-532-
5300
Toll Free V.....1-800-691-
0033
TTY.....1-888-697-
2895
Fax.....207-532-
5301

Cumberland County

CareerCenter
185 Lancaster Street, PO Box 738
Portland, Maine 04104.....207-771-
5627
Toll Free.....1-877-594-
5627
TTY.....207-822-
0412
Fax.....207-822-
0221

Franklin County

CareerCenter
865 US Rt 2E

Wilton, Maine 04294.....207-645-
5800
Toll Free.....1-800-982-
4311
TTY.....1-888-697-
2895
Fax.....207-645-
2093

Employment Service Agencies (Cont.)

Hancock County

CareerCenter
45 Oak Street, Suite 3
Bangor, ME 04401-7902.....207-561-
4050
Toll Free TTY.....1-800-498-
6711
Toll Free1-888-828-
0568
Fax.....207-561-
4066

Kennebec County

CareerCenter

2 Anthony Avenue, # 109 State House Station
Augusta, Maine 04333-0011.....207-624-
5120
Toll Free.....1-800-760-
1573
TTY.....1-800-633-
0770
Fax.....207-624-
5133

Knox County

CareerCenter
91 Camden Street, Suite 201
Rockland, Maine 04841-0201.....207-596-
2600
Toll Free.....1-877-421-
7916
TTY.....207-596-
6251
Fax.....207-594-
1428

Employment Service Agencies (Cont.)

Oxford County

CareerCenter (Western Maine Community
Action-Job Training)
232 Main Street
South Paris, Maine 04281.....207-743-

7763
Toll Free.....1-877-237-
6171
TTY.....1-888-313-
9400

CareerCenter
60 Lowell Street
Rumford, Maine 04276.....207-364-
3738
Toll Free.....877-421-
7915
TTY..... 888-313-
9400
Fax.....207-369-
9315

Penobscot County

Training & Development Center
45 Oak Street, St. 3
Bangor, Maine 04401.....207-561-
4050
Toll Free.....1-888-828-
0568
Fax.....207-561-
4066

Employment Service Agencies (Cont.)

CareerCenter
One Dirigo Drive
Suite 2
East Millinocket, Maine 04430.....207-746-
9608
Toll Free.....1-800-777-
8173
Fax.....207-746-
9439

Sagadahoc County

CareerCenter
34 Wing Farm Parkway
Bath, Maine 04530-1515.....207-442-
0300
Toll Free.....1-888-836-
3355
TTY.....1-888-697-
2871
Fax.....207-442-
0065

Somerset County

CareerCenter
98 North Avenue, Ste 20
Skowhegan, Maine 04976.....207-474-
4950
Toll Free.....1-800-760-
1572
TTY.....1-888-697-
2912
Fax.....207-474-
4914

Employment Service Agencies (Cont.)

Waldo County

CareerCenter
91 Camden Street, Suite 201
Rockland, ME 04841-3424.....207-596-
2600
Toll Free.....877-421-
7916
TTY.....888-212-
6229
Fax.....207-594-
1428

Open Monday, Tuesday and Thursday

Washington County

CareerCenter
1 College Drive
Calais, ME 04619.....207-454-7551
Toll Free.....1-800-543-0303
TTY.....1-888-697-2883
Fax.....207-454-0349

CareerCenter
15 Prescott Drive, Suite 1
Machias, Maine 04654.....207-255-1900
Toll Free.....1-800-292-8929
TTY.....1-800-381-9932
Fax.....207-255-4778

Employment Service Agencies (Cont.)

York County

CareerCenter
9 Bodwell Court
Springvale, ME 04083.....207-324-
5460
Toll Free.....800-343-
0151
TTY.....888-697-
2913
Fax.....207-324-
7069

CareerCenter
9 Bodwell Court
Springvale, ME 04073.....207-324-
5460
Toll Free.....1-800-343-
0151
TTY.....1-888-697-
2913
Fax.....207-324-
7069

Legal Services for the Elderly (LSE)

The offices of Legal Services for the Elderly, except for the main office in Augusta, are housed at Area Agencies on Aging and serve the same counties.

Legal Helpline and all client calls

Local/Out-of-State.....207-623-1797

Toll Free V/TTY.....1-800-750-5353

LSE Business Offices:

Augusta

5 Wabon Street

Augusta, Maine 04330.....207-621-0087

Bangor

450 Essex Street

Bangor, Maine 04401-3937.....207-941-2865

Presque Isle

33 Davis Street, PO Box 1288

Presque Isle, Maine 04769.....207-764-
4883

LSE (Cont.)

Scarborough

136 US Route One

Scarborough, Maine 04074.....207-396-6500

Mental Health Service Providers

Aroostook Mental Health Center
One Vaughn Place, PO Box 1018
Caribou, Maine 04736.....207-498-
6431
TTY.....207-764-
3903

Community Counseling Center
343 Forest Avenue
Portland, Maine 04101.....207-874-
1030
TTY.....207-874-
1043

Community Health & Counseling Services
42 Cedar Street , PO Box 425
Bangor, Maine 04401.....207-947-
0366
Toll Free.....1-800-924-
0366
TTY.....207-990-
4730

Health Reach Network

Senior Support Services
9 Green Street
Augusta, Maine 04330
Voice/TTY.....207-621-
3700

Mental Health Service Providers (Cont.)

Mid-Coast Mental Health Center
PO Box 526, 12 Union Street
Rockland, Maine 04841.....207-594-
2541
Toll Free.....1-800-540-
2072
TTY.....207-594-
4975

Northern Maine Medical Center
Aroostook Home Health
Aftercare Program
345 Market Street, PO Box 8
Fort Kent Mills, Maine 04744.....207-834-
4006
Toll Free.....1-888-834-
2990

Tri-County Mental Health Center
1155 Lisbon Street, PO Box 2008
Lewiston, Maine 04240.....V/TTY 207-783-
9141
Toll Free.....1-800-787-
1155

Washington County Psychotherapy Associates
BMHI Campus
PO Box 926
Bangor, Maine 04401.....207-941-
4293

Office of Elder Services

The Maine Department of Health and Human Services, Office of Elder Services promotes optimal independence for Maine elders and adults with disabilities. They are responsible for many programs that assist older people and their families throughout the state, including Adult Protective Services.

Office of Elder Services
#11 State House Station
Augusta, ME 04333-0011.....207-287-9200

Toll Free Nationwide.....1-800-262-2232
Toll Free TTY.....1-800-606-0215

NOTE:

The Office will provide interpreters at no cost to non-English speaking individuals seeking information about, participating in or applying for its programs.

Senior Colleges

Acadia Senior College, University College at Ellsworth, 207-667-3897 or 800-696-2540.

Augusta Senior College
University of Maine Augusta 207-621-3551

Bridgton Senior College, University of Southern Maine, Bridgton Memorial School, 207-647-5054.

Coastal Senior College

University College at Thomaston 207-354-6906 or 800-286-1594

Gold Leaf Institute, University of Maine at Farmington, 207-778-7063.

Lewiston-Auburn Senior College, University of Southern Maine, Lewiston-Auburn College Campus, 207-753-6500.

Midcoast Senior College, University College at Bath/Brunswick, 207-442-7349 or 800-696-2329.

Osher Lifelong Learning Institute, University of Southern Maine, Portland Campus, 207-780-4406.

Senior Colleges (Cont.)

Penobscot Valley Senior College, University of Maine Center of Aging, Orono, 207-581-1947.

SAGE, University of Maine at Presque Isle, 207-768-9502

Senior College UMaine Hutchinson Center, University of Maine at Belfast, 207-338-8033.

Sunrise Senior College, University of Maine at Machias, 207-255-1200.

Western Mountains Senior College, Adult
Education SAD 344, Bethel, 207-824-2780.

York County Senior College, University College at
Sanford and Saco, 207-324-6012 or 800-696-3075.

Social Security Offices

Auburn.....1-800-772-
1213
Augusta.....1-800-772-
1213
Bangor.....1-800-772-
1213
Portland.....1-800-772-
1213
Presque Isle.....1-800-772-

1213
Rockland.....1-800-772-
1213
Rumford.....1-800-772-
1213
Saco.....1-800-772-
1213
Waterville.....1-800-772-
1213
Portsmouth, New Hampshire.....1-800-772-
1213

**The nationwide toll free Social Security number is
1-800-772-1213. The national TTY number is
1-800-325-0778.**

Transportation Providers

Aroostook Regional Transportation System

Local bus service V/TTY.....207-764-3384
Local bus service V/TTY.....1-800-442-3320
(Medicaid Mileage Reimbursement)....1-800-621-1011

Coastal Transportation Services

Rockland Area.....207-596-6605
Toll Free.....1-800-289-6605
Bath Area.....207-443-6207
Toll Free.....1-800-444-6207

Community Concepts Transportation

Auburn.....207-795-6073
Farmington (toll free).....1-877-603-0594
Rumford.....207-364-

3685
South Paris.....207-743-
6905

Downeast Transportation
Ellsworth Area.....207-667-
5796

Freeport Transit, Inc.
Portland..... 207-865-
9400

207-865-
9494

Transportation Providers (Cont.)

Kennebec Valley Community Action Program
Toll Free.....1-800-542-
8227
Augusta.....207-622-
4761
Waterville.....207-873-
2122
Skowhegan.....207-474-
8487

Penquis Community Action Program

(Penobscot& Piscataquis Counties)
Toll Free.....1-866-853-5969
Bangor.....207-973-3695

Western Maine Transportation Services
Auburn
Auburn.....207-784-9335
Lisbon.....1-800-393-9335

Regional Transportation Program
Portland & Cumberland County.....207-774-2666

Waldo County Committee for Social Action
Belfast.....207-338-4769
Toll Free.....1-800-439-7865

Transportation Providers (Cont.)

Washington-Hancock Community Agency

Milbridge.....207-546-7544

Toll Free.....1-888-805-5552

West Transportation, Inc.

Milbridge.....207-546-2823

York County Community Action Program

Biddeford.....207-283-1446

Sanford.....207-324-5762

Independent Transportation Network

Westbrook.....207-854-0505

University of Maine System

University of Maine Augusta

46 University Drive

Augusta, ME 04330-9410.....207-621-3000

Toll Free.....1-877-862-1234

TTY.....207-621-3107 **OR** 1-800-316-3600**University of Maine Augusta/Bangor**

216 Texas Avenue

Bangor, ME 04401-4367.....207-262-7800

University of Maine Augusta/Lewiston-Auburn

51-55 Westminster Street

Lewiston, ME 04240.....207-753-6600

University of Maine Farmington
Farmington, ME 04938.....207-778-7000

University of Maine Fort Kent
23 University Drive
Fort Kent, ME 0473
Toll Free.....1-888-879-8635

University of Maine System (Cont.)

University of Maine Machias
9 O'Brien Avenue
Machias, ME 04654-1397.....207-255-1200
Toll Free.....1-888-468-6866

University of Maine Orono
Orono, ME 04469.....207-581-1110

University of Maine Presque Isle
81 Maine Street

Presque Isle, ME 04769.....207-768-9400

University of Southern Maine

PO Box 9300

Portland, ME 04104-9300.....207-780-4141

Toll Free.....1-800-800-4876

<p>Women, Work and Community</p>

Toll Free 1-800-442-2092

Women, Work and Community assists women and men facing difficult changes in their lives. Services include counseling, referral and career exploration.

Augusta

University of Maine Augusta
46 University Drive, Stoddard House
Augusta, Maine 04330-9410.....207-621-3440

Belfast Outreach.....207-338-0715

Bangor

WWC-UCB
216 Texas Avenue, Acadia Hall
Bangor, Maine 04401.....207-262-7840

Bath

WWC Bath/Brunswick Center, UMS
9 Park Street
Bath, Maine 04011.....207-386-1664

Work, Women and Community (Cont.)

Calais

WWC, WCCC

One College Drive
Calais, ME 04619.....207-454-
1045

Ellsworth

WWC Mill Mall
248 State Street, Suite 1
Ellsworth, Maine 04605.....207-667-
1834

Farmington

WWC
108 Perham Street, Suite A
Farmington, Maine 04938.....207-778-
2757

Houlton

WWC
18 Military Street
Houlton, Maine 04730.....207-521-
3130

Work, Women and Community (Cont.)

Lewiston/Auburn

WWC

Lewiston-Auburn College, UMA

51-55 Westminster Street

Lewiston, Maine 04240.....207-753-6612

South Paris Outreach Center

232 Main Street

South Paris, ME 04281.....207-743-9322

Millinocket

WWC

28 Balsam Drive

Millinocket, Maine 04462.....207-723-9331

Portland

WWC

175 Main Street

South Portland, Maine 04106.....207-799-5025

Presque Isle

WWC

Northern Maine Technical College

33 Edgemont Drive
Presque Isle, Maine 04769.....207-764-
0050

Work, Women and Community (Cont.)

Saco

WWC

University College at Saco, UMS
110 Main Street, Suite 1101
Saco, ME 04072.....207-286-
1722

Skowhegan

WWC

143 Madison Avenue, Suite 5
Skowhegan, Maine 04976.....207-474-
0788

Thomaston

WWC

Thomaston Center, UMS
60 Main Street
Thomaston, Maine 04861.....207-594-
1834

Waterville

Box 13G, 19 Hillside Avenue

Waterville, Maine 04901.....207-872-
9482

INTERNET RESOURCES

Aroostook Agency on Aging

www.arostookaging.org

Office of Elder Services

www.maine.gov/dhhs/oes

Office of MaineCare

www.maine.gov/bms

Centers for Medicare and Medicaid Services

www.medicare.gov

Eastern Agency on Aging

www.eaaa.org

Legal Services for the Elderly

www.mainelse.org

Maine Department of Health and Human
Services

www.maine.gov/dhhs

Maine Department of Labor

www.mainecareercenter.com

Maine Long Term Care Ombudsman Program

www.maineombudsman.org

Maine Housing

www.mainehousing.org

Northeast Health Care Quality Foundation

www.medicarequality.org

INTERNET RESOURCES (Cont.)

SeniorsPlus

www.seniorsplus.org

Social Security Administration

www.ssa.gov

Southern Maine Agency on Aging

www.smaaa.org

Spectrum Generations

www.spectrumgenerations.org

US Department of Veteran Affairs

www.va.gov



Elder Services

*An Office of the
Department of Health and Human Services*

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

NON-DISCRIMINATION NOTICE

In accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 1981, 2000d et seq.) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794), the Age Discrimination Act of 1975, as amended (42 U.S.C. § 6101 et seq.), Title II of the Americans with Disabilities Act of 1990 (42 U.S.C. § 12131 et seq.), and Title IX of the Education Amendments of 1972, (34 C.F.R. Parts 100, 104, 106 and 110), the Maine Department of Health and Human Services does not discriminate on the basis of sex, race, color, national origin, disability or age in admission or access to, or treatment or employment in its programs and activities. We are committed to providing services to people who have Limited English Proficiency (LEP) To LEP individuals seeking services from DHHS, qualified interpreters are available at no cost to the client to help communicate with the department.

A Civil Rights Compliance Coordinator, has been designated to coordinate our efforts to comply with the U.S. Department of Health and Human Services regulations (45 C.F.R. Parts 80, 84, and 91), the Department of Justice regulations (28 C.F.R. part 35), and the U.S. Department of Education regulations (34 C.F.R. Part 106) implementing these Federal laws. Inquiries concerning the application of these regulations and our grievance procedures for resolutions of complaints alleging discrimination may be referred to Civil Rights Compliance Coordinator at 221 State Street, Augusta, ME 04333, Telephone number: (207) 287-4289 (Voice) or 1-800-606-0215 (TTY), or the Assistant Secretary of the Office of Civil Rights of the applicable department (e.g. the Department of Education), Washington, D.C.

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Office of Elder Services